

## Booking Terms and Conditions

### 1. Reservations

Your room is reserved from 2pm on the arrival date. You must guarantee your reservation at the time of booking: all non-guaranteed rooms will be released three days prior to arrival.

You can guarantee your room by giving your credit card details at the time of booking or by paying for your room in full when you make your reservation up to three days prior to arrival.

### 2. Payment

The Fitzwilliam Arms accepts payments by cash and credit cards (VISA, MasterCard) Unfortunately we do not accept American Express.

PLEASE NOTE PAYING BY CASH ON ARRIVAL DOES NOT GUARANTEE YOUR BOOKING. Providing credit or debit card is the only way to guarantee your room. Customers paying by cash on arrival will be asked to provide identification on check-in. Acceptable forms of ID are Credit/Debit card.

Advanced bookings – payment for all rooms booked on the advanced (discounted) rate will be taken at the time of booking and are non-refundable and non-transferable. Customers paying in advance by credit or debit card will be required to show the card used to make the booking when they check-in at reception. This is to cut down on credit card fraud.

### 3. Room prices

Room prices are per room, per night and are inclusive of VAT at 20%. Breakfast is not included in the room price.

You may pay for breakfast on arrival at reception.

The Fitzwilliam Arms hotel reserves the right to review its room rates from time to time. If you make a reservation more than 1 month in advance the quoted room price may change before the date of your stay.

For details of your room prices, please check our website [www.fitzwilliamarmshotel.co.uk](http://www.fitzwilliamarmshotel.co.uk)

### 4. Cancellations

If you do not cancel a room 24 hours before you are due to arrive, you will be charged for one night's accommodation per room booked.

A cancellation reference will be given and must be retained as proof of cancellation. If you decide to shorten your stay with us you must inform us at least 24hrs before,

otherwise you will be charged the cost of one night's accommodation per room booked.

## **5. Group bookings**

If you wish to reserve 5 rooms or more, our group booking policy will apply. Please contact us for further information.

## **6. Person requirements**

Our small family rooms accommodate two adults and 1 child up to the age of 12 yrs, or a maximum of two adults.

Our large family rooms accommodate two adults and 2 children up to the age of 12yrs and a child under two years in a travel cot.

The Fitzwilliam arms provide travel cots at no extra charge, please contact the hotel if you require a cot.

The Fitzwilliam arms has a ground floor disabled room.

Alternatively, if you have any difficulty walking but do not require a specially adapted room, you may request a room on the ground floor near reception for easier access.

If you require any special requests, you may advise us of this at the time of booking your accommodation. Although we will endeavor to accommodate these requests, until we email or write to you with a specific confirmation accepting that these requests, until we email you with a specific confirmation accepting that these requests can be accommodated, all special requests are subject to managers discretion.

## **7. Breakfast**

A full English or a light breakfast can be ordered on arrival and is served Mon-Fri 7 am – 11am

Sat – Sun 8 am – 11am

Food can be ordered at the bar through the week

: Mon – Tues 12 - 2.30 pm evening Carvery 5-9pm

Wed – 12noon – 7pm Carvey

Thurs – Fri 12 – 2.30pm evening 5 – 9pm

Sat – 12 – 2pm

Sun 12 – 3pm Carvery

## **8. Arrivals and departures**

Rooms are available from 2pm on the arrival date.

You must vacate your room by 10.30am on the day of your departure. Failure to do so will incur an extra charge of one night's accommodation.

## **9. Directions**

If you require more detailed directions to the hotel please call 01709 522744 and the receptionist will be pleased to help you.

## **10. General conditions**

We regret that, with the exception of assistant dogs, no pets or other animals are allowed in the Fitzwilliam arms hotel.

Electrical appliances, such as toasters, mini cookers, extension leads etc. are not allowed in the rooms for the health and safety of other guests, as they are a potential fire hazard.

**11. Cleaning policy**

We reserve the right to levy a cleaning charge of £50.00 to guests, if a room is considered to be left in an unreasonable condition upon checkout.

**12. Smoking policy**

All our rooms are non-smoking, any guest found to have been smoking in their room will be charged a deep cleaning fee of £50.00

**13. Exceptional circumstances Behavior**

We expect all guests to have consideration for other guests staying with us. If in our reasonable opinion you or any other member of your party behave in such a way to cause or be likely to cause danger, upset or distress to any third party or damage to the property, its contents and its staff, we are entitled, without prior warning, to ask your party to leave the hotel. We will have no further responsibility towards the person(s) including any return travel arrangements. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination of accommodation.

When you book a room it is sold on the basis that it has been sold for your personal use, unless you have arranged with ourselves to be used by a nominated person prior to arrival. If your room is not been used by the appropriate people in the appropriate manner you will be asked to leave

When booking, you accept any responsibility for any loss or damage caused by you or a member of your party. Full payment for such damage of loss must be paid for direct at the

time to the hotel. If you fail to do so, you will be responsible for meeting any claims subsequently made against us (together with our own and other party's full legal costs) as a result of your actions.

**14. Complaints**

In the event you have reason to complain or experience any problems with your stay, you must immediately inform us during your stay. If we are told of any problems during your stay we will try our best to resolve any issues. Most problems can be dealt with quickly by our staff.

**15. Free Wi Fi**

Free Wi-Fi is available in the hotel hot spot which is in the main bar area and reception. We cannot guarantee Wi-Fi in our hotel rooms.